



CARDIFF AND VALE UNIVERSITY HEALTH BOARD
FRAMEWORK FOR WORKING WITH VOLUNTEERS
2020-2023

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What is a volunteer?

Volunteers are individuals who undertake activity on behalf of our organisation, unpaid and of their own free choice



Cardiff and Vale University
Health Board Voluntary Services



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Pears
Foundation

1.0 INTRODUCTION

Cardiff and Vale University Health Board recognises the important and valuable contribution of volunteering in enhancing the services provided by paid staff, ultimately improving the experience for patients. Volunteering is integral to patient experience and clearly aligned to the Patient Experience Framework.

The Volunteer Framework is also closely aligned to the Cardiff and Vale University Health Board Strategy “*Shaping Our Future Wellbeing Strategy*”, 2015-2015 ‘caring for people and keeping people well.’

This 2019 Framework builds on the success of the 2015 Framework, providing the vision for the expansion of current volunteering opportunities and development of new schemes. There will be an annual work plan devised to monitor progress. The work plan will be subject to regular review in order to respond to any changes in strategic direction and environments of care.

Volunteers are people who commit time and energy for the benefit of others, doing so freely, through personal choice and without expectation of financial reward.

For those volunteering within the Health Board we pledge to ensure the:

- Creation of clearly defined roles
- Development of a clear recruitment process
- Development of induction and ongoing training
- Provision of appropriate management, support and supervision
- Provision of a clear identity for volunteers as individuals and as a team that recognises the value of their contribution
- Development of further opportunities for people with disabilities to volunteer.

Fundamentally, we enhance the patient experience by maximising the added value provided by volunteers through:

- The development of roles that support patients in a variety of settings
- Continuing and further developing existing volunteer support through a plethora of mechanisms and projects
- Developing improved volunteer links with Health Board services and the wider community
- Ensuring a diverse mix of volunteers reflecting the diversity of our communities

This will ensure a supportive, responsive, effective service provision that is safe, sustainable and valuable for all.

2.0 LOCAL AND NATIONAL CONTEXT

Evidence demonstrates the positive human, economic, social and cultural value that volunteering brings. Volunteering provides value, not only to organisations and their recipients but also to the wider society. Most importantly, volunteering

impacts upon the engaged and motivated citizen. As well as supporting personal growth, links have been made to reduced isolation, improved health and wellbeing and, for some, an increased sense of belonging and identity, as recognised as fundamental within the Social Services and Well-being (Wales) Act 2014.

As one of our national policy foundations, the *'Supporting Communities, Changing Lives'* and the *'Wales Council Voluntary Action (WCVA) Code of Practice for Involving Volunteers'* also recognises the impact volunteering has on wellbeing at individual, local and national level. This Framework is underpinned not only by this guidance but also aligns perfectly to the Cardiff and Vale University Health Board *'Shaping our Future Wellbeing Strategy 2015-25'*.

Wellbeing is at the fore and two of the quadruple aims within the *'A Healthier Wales'* (2018) document also alludes to the importance of:

1. Improved population health and wellbeing
2. A motivated and sustainable health and social care work force

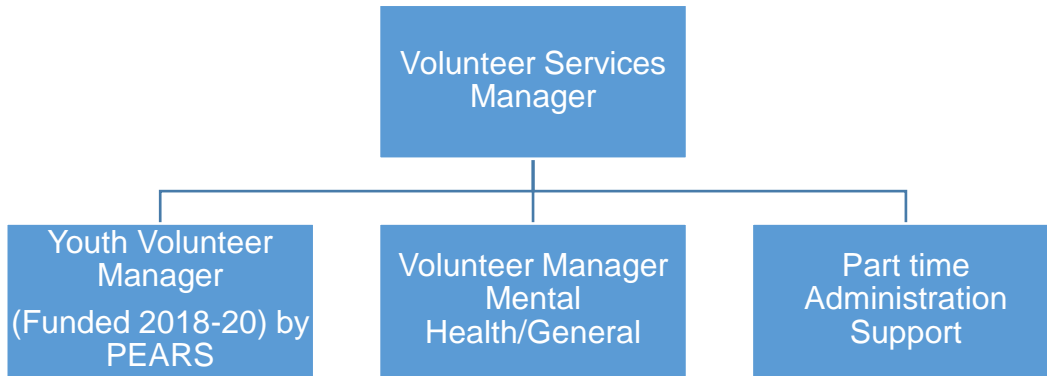
It is recognised that people who volunteer within the health care environment often seek, either further education or substantive posts within this field. Again reiterating the value of volunteering for all, including the future workforce.

'Prosperity for All', the Welsh Government's National Strategy, also highlights how volunteering contributes to a more prosperous Wales. Volunteering is specifically discussed as key to building united, connected and resilient communities.

As a proactive 'Volunteer Organisation', this Framework details how Cardiff and Vale University Health Board will improve access to volunteering for all, encouraging more effective involvement, also improving the status and image of volunteering.

2.1 Developments within the Team

At Cardiff and Vale University Health Board, volunteering opportunities and provision is a key part of our corporate social responsibility. This is an exciting time, when volunteering within the NHS has significant scope for expansion. To ensure sustainable development within the next three years Volunteer Services has, within the team, the following staff members:



The vision is to ensure that all volunteering services within the Health Board is of a high quality, adding value to the experience of patients, families, carers and staff. The benefits for volunteers themselves will be multi-faceted, including improved mental and physical health and well-being, skills development and a potential pathway to employment.

Successful delivery will mean that volunteering activity takes place within both hospital sites and in the community.

3.0 AIMS AND OBJECTIVES

The aims and objectives are to ensure:

3.1 Ongoing Recruitment and Retention of Volunteers

This will be achieved by maintaining robust governance processes. Also by developing clearly defined roles, recruitment processes, electronic induction and ongoing appropriate support and supervision.

3.2 Further Role Development

It is fundamental to expand the roles and activities undertaken by volunteers, ensuring we are a responsive team, listening to what our patients, carers and staff tell us is required. This will be achieved by ensuring the development and promotion of volunteering within a plethora of settings; including Primary Care, those living with learning difficulties/disabilities, those with sensory loss requirements, also those who are not in employment, education or training (NEETS) and to proactively support our LGBT community.

A specific focus to recruit young people for youth led volunteer projects as supported by the PEARS foundation continues, which includes Digital heroes, which aligns to the Health Board Strategy.

There is also the necessity to further develop additional opportunities which could include:

- Partnerships with the Princes Trust, to provide opportunities for those more disadvantaged.
- Volunteer opportunities in deprived communities, including those for refugees and asylum seekers.

3.3 Team Development and Engagement

To have an educated and fully informed supportive team, it is critical that they work in partnership with other Health Boards to share good practice in developing a coordinated approach to volunteering across Wales. This will involve attendance at the All-Wales NHS Volunteer Group and proactive networking with comparable, high performing health organisations, throughout the United Kingdom. Support received from 'Help force' will also assist and act as an enabler.

It is also necessary to work with partners including the County Voluntary Councils, support groups and Third Sector organisations to promote volunteering opportunities. Along with strengthening current relationships with local schools, Colleges and Universities.

3.4 Communications and Profile Raising

To maintain an effective volunteer population, ongoing recruitment is essential. To help achieve this, profile raising and continual communications are fundamental. Elements which will assist include:

- A unique volunteer brand
- Volunteers treated as an integral element of a team that recognises the value of their contribution
- To be easily recognisable by the provision of a uniform and identity badges
- Effective use of posters, road shows and the Health Board website
- Ensuring that the contribution of volunteers is recognised and rewarded
- Regular press releases, articles, and positive publicity, highlighting volunteers achievements
- Recognition certificates and an annual thank you event

4.0 RESPONSIBILITIES

4.1 Executive Director of Nursing

The Executive Director of Nursing has accountability for the Volunteering agenda across Cardiff and Vale University Health Board. They are supported in exercising this accountability by the Assistant Director Patient Experience.

4.2 Voluntary Services Manager

The Voluntary Services Manager manages the Volunteer Team. The Assistant Director Patient Experience manages the Volunteer Services Manager, ensuring that there are clear links to strengthen the interface with the Clinical Boards.

4.3 The Voluntary Services Team

The team, with support from colleagues, are responsible for overseeing the placement of individual volunteers within the Health Board, providing a central point for information, and liaising with Area Managers on any opportunities for volunteering.

4.4 Area Manager Responsibility When Volunteers are placed

It is the responsibility of all colleagues e.g. Ward Sister, Charge Nurse etc. within the area that volunteers are placed to:

- Undertake an area-based induction
- Understand the role of the volunteer within their service/department
- Support the volunteer in their role
- Ensure the volunteer does not undertake any activity other than what is stated in their volunteer role description
- Introduce the volunteer to patients / clients and colleagues in the service or department

4.5 Third Sector Support Service Lead/Manager

Any department/service within the Health Board wishing to involve volunteers through another organisation (e.g. third sector) must contact the Volunteer Service Team for advice and guidance, prior to the placement of volunteers. It is fundamental that this is adhered to before the project commences.

4.6 Volunteers Responsibilities

It is the responsibility of all volunteers to act in accordance with Cardiff and Vale Health Board's Organisational values and behaviours, as they are representatives whilst undertaking their role. Alongside this, adhering to all elements outlined, including within the volunteer agreement, which includes maintaining confidentiality.

5.0 VOLUNTEER PROVISION

Volunteer opportunities continue to increase on an annual basis. The diversity of those volunteering within the Health Board is also varied, including people living with sensory loss and learning difficulties. There are also successful partnerships with a number of external voluntary organisations, Universities, Colleges and local schools.

6.0 UNDERLYING PRINCIPLES

This Framework is underpinned by the Welsh Government's Volunteering Policy "*Supporting Communities, Changing Lives and the WCVA Code of Practice for Involving Volunteers*" (2015).

The following core principles have been established within the Health Board, ensuring that volunteers are;

- Valued and recognised for their contribution
- Safe
- Supported
- Treated fairly
- Included in planning and developing volunteer services
- Appropriately trained
- Able to have their out-of-pocket expenses reimbursed

The Framework describes the scope and direction for volunteering during the next three years, ensuring that the principles outlined are achieved.

7.0 VALUES AND BEHAVIOURS

Cardiff and Vale University Health Board operates to a defined set of organisational values and behaviours which underpin all that we are and do as an organisation. Living our values supports us in providing person centred-care.

It is an expectation that everyone is committed to adhering to the Health Boards ‘*Values and Behaviours*’; from the point of application through to the day to day delivery of their roles. Volunteers are also expected to maintain these values; they are provided at induction and are included in the Volunteer Handbook.

OUR VALUES	OUR BEHAVIOURS How we are with patients, families, carers and colleagues	
	What we want to see from individuals and teams...	What we don't want to see from individuals and teams...
Kind and caring		
Welcoming	• We will smile, be friendly, welcoming, polite and approachable	• We will not be abrupt, rude, show aggressive behaviour, shout or bully
Put people at ease	• We will put others at ease, be patient, calm and reassuring	• We will not ignore people or fail to offer support and we won't leave people scared and anxious
Value other people's time	• We will make time for people, consider their needs and make people feel comfortable	• We will not be 'too busy', in a rush or say we can't make time for others
Compassionate	• We will be kind, compassionate and look out for others	• We will not make people feel stupid, belittled or treat people as an inconvenience
Respectful		
Understanding	• We will put ourselves 'in other people's shoes' and show empathy and understanding	• There will be no hierarchy, no ego, no lack of understanding for other's needs
Attentive and helpful	• We will be helpful and attentive to the needs of others, protect people's dignity and respect people's time	• There will be no poor planning and in efficiency, we will not waste people's time or keep people waiting
Respectful	• We will value everyone as an individual and treat people equally and fairly	• We will not put people under pressure or show favouritism, not be unfair or leave people feeling disempowered
Appreciative	• We will recognise people's strengths, say thank you and celebrate success, empower and bring out the best in others	• We will not blame and criticise or make judgements or assumptions. We will not take people for granted or forget to say 'thank you'
Trust and integrity		
Listen	• We will take time to listen to and consider other people's views	• We will not ignore other people's views or ideas or dismiss/ignore other's opinions
Clear communication	• We will communicate honestly and openly, offer clear explanations, keep people informed and updated	• We will not have unclear communication, a lack of transparency or give misleading or contradicting information
Teamwork	• We will involve others, work as a team, share information and follow up	• We will not make decisions in isolation and fail to communicate with other teams / services
Speak up	• We will seek and give feedback, encourage and support people who speak up	• We will not make people feel afraid to speak up and constructively challenge or reject feedback
Personal responsibility		
Positive	• We will be enthusiastic, positive, pro-active and have a 'can do' approach	• We will not be negative, moan, complain, and we will not 'sit back'
Professional	• We will be professional, consistent, a role model and lead by example	• We will not be unprofessional, inconsistent or lack pride in our work
Excel	• We will take ownership and responsibility for providing a safe and excellent service	• We will not pass the buck, say 'it's not my problem' and fail to deliver on our promises
Keep improving	• We will be committed to learning and improving and developing ourselves and others	• We will not put up barriers to new ways of learning and doing things

8.0 FUTURE DEVELOPMENTS (Some Examples)

8.1 Meet and Greet expansion within:

- University Hospital of Wales Concourse
- University Hospital Llandough
- CHAP Clinic Cardiff Royal Infirmary
- Children's Hospital for Wales

8.2 Spread the use of Activity volunteers, Support and Befriending

8.3 Artists and Musicians

8.4 Youth Led Digital Reminiscence

8.5 Volunteering Roles which are Community Based

8.6 WRAP Emergency Volunteer Group

8.7 Refugees opportunities

8.8 Sensory Loss – Learning Difficulties /Disabilities

9.0 PARTNERSHIP WORKING WITH STAFF Representatives

It is recognised that achievement of this Framework will only be attained through partnership working with staff representatives. This will ensure their understanding of the roles and value that volunteering provides to our patients, whilst not impinging upon the roles undertaken by paid members of staff.

Wales Council for Voluntary Action (WCVA) and Wales Trades Union Congress (Wales TUC).

This Charter which is currently under review stands between WCVA and Wales TUC as a statement of principles and good practice. It is commended for use:

- by individual unions, volunteer involving organisations in Public
- by third and private sectors and other bodies, to stimulate discussion and good practice regarding the appropriate, harmonious and mutually rewarding involvement of volunteers.

10.0 EQUALITY STATEMENT

Cardiff and Vale University Health Board is committed to ensuring that, , the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and does not discriminate, harass or victimise individuals or groups on the basis of sex, pregnancy and maternity, gender identity, disability, race, age, sexual orientation, disfigurement, religion and belief, family circumstances including marriage and civil partnership. These zero tolerance principles run throughout our work and are reflected in our core values, our staff employment policies, our service standards and our Strategic Equality Plan and Equality Objectives. We believe that all staff and volunteers should have fair and equal access to training as highlighted in both the Equality Act 2010 and 1998 Human Rights Act. The responsibility for implementing the Plan falls to all employees and UHB Board members, volunteers, agents or contractors delivering services or undertaking work on behalf of the UHB.

An Equality Health Impact Assessment has previously been undertaken and received feedback on this strategy and the way it operates. We wanted to know of any possible or actual impact that this strategy may have on any groups in respect of gender identity, maternity and pregnancy, marriage or civil partnership issues, race, disability, sexual orientation, Welsh language, religion or belief, age or other protected characteristics. Where appropriate we will make plans for the necessary actions required to minimise any stated impact to ensure that we meet our responsibilities under the equalities and human rights legislation.

11.0 LIABILITY AND INSURANCE

In recognition of the Health Board's legal obligations to staff and others affected by its work, it is a member of the Welsh Risk Pool, a mutual organisation for all Trusts and Local Health Boards in Wales. The Welsh Risk Pool provides indemnity for members in respect of losses and special payments arising where a legal obligation has been determined either by the courts or by relevant legal advice.

Welsh Risk Pool Services will provide indemnity cover for volunteers who assist the Health Board in achieving its core duties, responsibilities and objectives where it is found to have a legal obligation.

The University Health Board does not accept responsibility for the personal belongings of volunteers lost or damaged by fire, theft, and burglary or otherwise. Volunteers are therefore discouraged from bringing in any personal belongings or effects which are not needed whilst volunteering.

Volunteers will be provided with a secure area for belongings wherever possible.

12.0 DISTRIBUTION

This Framework will be made available on the Health Board's Intranet and Internet sites.

13.0 REVIEW

This Framework will be reviewed in three years' time unless there are any changes in legislation or practice.

14.0 SOURCES OF INFORMATION

A Charter for Strengthening Relations between Paid Staff and Volunteers
https://www.wcva.org.uk/media/58806/wcva_tuc_charter_bilingual.pdf

The Wellbeing of Future Generations Act

<https://www.bing.com/search?q=Cardiff+and+Vale+UHB+Shaping+Our+Future+Wellbeing+Act+and+Wellbeing+of+Future+Generations+Act.&src=IE-TopResult&FORM=IETR02&conversationid=>

Volunteering Policy Supporting Communities, Changing Lives

<https://www.wcva.org.uk/media/2413007/150805-volunteering-policy-en.pdf>

A Healthier Wales – Our Plan for Health and Social Care

<https://www.basw.co.uk/system/files/resources/180608healthier-wales-mainen.pdf>

Social Services and Well-being (Wales) Act 2014

https://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_en.pdf

Help force

<https://www.helpforce.community/about/>

Asylum Seekers and Refugees (WCVA)

<https://www.wcva.org.uk/what-we-do/influencing/third-sector-partnership-council/asylum-seekers-refugees>

Cardiff and Vale University Health Board

Volunteering Operational Procedure

15.1 Introduction

Cardiff and Vale University Health Board recognises the unique and important contribution that volunteers make in complementing the services it provides. The Health Board supports and encourages the efforts of individual volunteers and voluntary organisations for the benefit of service users, their relatives and carers. This presents opportunities for development of new roles within volunteering which complement the services provided by the paid workforce, whilst engaging the expertise of service users. The development of volunteering is very much a key part of the future strategic direction of Cardiff and Vale University Health Board. Therefore, explicitly stating the processes necessary within this Operational Procedure will safeguard our patients and also volunteers, and maintain exemplary governance within the organisation.

15.2 First Steps when Considering Volunteer Support

Initially, contact the Volunteer Services Team for advice, then:

Step 1 - Developing a Volunteer Role Description

Producing a Volunteer Role Description can be undertaken in partnership with the Voluntary Service Team and area Manager. Staff Representatives will be consulted when developing new volunteer roles to ensure appropriateness for prospective volunteering activity that doesn't replicate duties undertaken by paid staff members.

Step 2 - The Process

An initial enquiry will be received via a variety of mechanisms. The Voluntary Service Team communicates with prospective volunteers and carry out an initial assessment, register their interest, provide relevant information about volunteering opportunities and if appropriate provide an application form.

The initial assessment of applications will be undertaken by the Voluntary Service Team ensuring fairness, equity and that due process is followed. Where there is no appropriate placement available or the prospective volunteer is deemed to be unsuitable, they will be informed of the reasons and where applicable referred to other agencies such as the local Volunteer Centre.

If successful a volunteer application form must be completed and returned for review. The Voluntary Service Team will then arrange interviews. They will set the dates, contact interviewees, and arrange the interview panel which will

consist of a Voluntary Service Team member and appropriate Area Manager or another designated staff member.

If the prospective volunteer is then deemed to be unsuitable, they will be informed of the reasons and where applicable referred to another agency such as the Volunteer Centre, and information provided by the unsuccessful prospective volunteer e.g. application form will be destroyed in line with the Cardiff and Vale University Health Board. Data Protection Policy.

It is the responsibility of the individual volunteers in receipt of benefits to declare their voluntary activity to their benefit advisor/agency/Jobcentre Plus. The organisation which they volunteer for is not obliged to do anything. There may be occasions when the Job Centre may ask claimants for further information about their activities as a volunteer. Voluntary Services Team can provide information to the benefits office if required.

Step 3 – Consider Potential of Lone Working

The nature of some voluntary work means that volunteers may be at times undertaking activity in the community and they may be at greater risk where their volunteering occurs away from a controlled environment such as a ward or department. This can include providing a befriending service in the community, service which involves contact with the general public or activities with vulnerable people. Area Managers working in conjunction with the Voluntary Services Team will ensure that appropriate risk assessments, checks and safeguards are in place. Where appropriate specific training will be provided for volunteers and advice sought from Health and Safety Department.

Step 4 – Consider Support and Supervision

Adequate support/supervision will be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the role they have undertaken.

Each volunteer must have a clearly identified contact who is responsible for their day-to-day support and guidance. Staff/colleagues based in the area in which the volunteer is placed will also be expected to provide support as appropriate, and in the absence of the identified contact person their deputy or nominated person.

Opportunities will also be provided through meetings, training and social events to meet other volunteers for mutual support and discuss issues of common interest.

Additionally, the volunteer can contact the Voluntary Service Team to arrange a one to one discussion at a mutually convenient time.

15.3 Recruitment

The recruitment and selection procedures outlined are intended to encourage rather than limit volunteering with Cardiff and Vale University Health Board. They ensure that volunteer selection procedures are in line with the ethos of

equality as demonstrated in the Strategic Equality Plan, Health and Safety and Welsh Language policies/procedures and other good practice. This will ensure the protection of service users, paid staff and volunteers.

It is the responsibility of the Voluntary Services Team to ensure that:

- Prior to recruiting volunteers in a department or community setting, consultation and discussion should take place with area managers to ensure that there is a genuine need for volunteers, along with a robust, clear agreed role description.
- Volunteers under the age of 16 years are aware of the limitation to the roles they are able to undertake, additionally there is a necessity for parental consent to be sought.

There are a number of pre-conditions which should be met before a volunteer can be recruited:

- Risk assessment to be undertaken pertaining to the volunteering role.
- Determine if a criminal records (DBS) check is required, also considering what level is required.
- Identify adequate support and supervision and a named staff member identified as a point of contact.
- Agree any induction and relevant training that will be required and how this can be provided and funded.
- Ensure employee commitment to working with the volunteer(s).
- Ensure the role is appropriate for a volunteer rather than a paid worker and does not replace paid work.
- Identify how the role will allow the volunteer to feedback important information.
- Consideration should be taken as to how the project can be evaluated.

15.4 Voluntary Services Team Responsibilities

The Voluntary Services Team will be responsible for overseeing the recruitment and placement of individual volunteers within Cardiff and Vale University Health Board.

The Voluntary Services Team will ensure that they keep up to date with current legislation and guidelines relating to volunteers. Ensure that volunteers are made aware of relevant Health Board policies and procedures. Ensure that their health, safety and welfare at work is supported in the same way as for employees.

Following Successful Recruitment

1. The team will maintain a volunteer database in accordance with the Health Board's Information Security Policy and GDPR guidance.
2. The Team will request the relevant recruitment checks for new starters which will include an up to date Health Board DBS , health clearance and two satisfactory references.
3. They will maintain a confidential personal file for each volunteer in accordance with the Health Board's Information Security Policy. They will be kept secure with strictly limited access, for which the procedures will be explained to all volunteers during their induction period and will be destroyed of in accordance with Cardiff and Vale Health Board's Data Protection Policy.
4. Ensure completion of an induction session, in addition any specific volunteer awareness training for example Manual Handling, Violence and Aggression, and department orientation. Induction material and its delivery will be adapted to suit volunteer needs.
5. Ensure volunteers have signed the '*Volunteer Code of Confidentiality*', '*Volunteer Agreement*', and have been provided with a Volunteer Handbook.
6. Provide managers with training, advice, support and guidance for volunteers.
7. Ensure managers are aware of the volunteers' role and how they should be managed within the workplace.
8. Advise and support volunteers if required and regularly review their progress.
9. Take responsibility for volunteer services not directly under the auspices of any department or ward e.g. Meet and Greet Service.
10. Ensure that the contributions of volunteers are recognised.
11. Work in liaison with the Area Manager, ensuring volunteers receives appropriate training, support and supervision for their role.
12. Appropriately reimbursement volunteer out of pocket expenses and maintain the records of this activity.
13. Develop closer links with existing voluntary organisations delivering services for and on behalf of the UHB thereby developing closer links with the wider community, including implementation of Memorandums of Understanding (MOU) when working with external organisations.

Placement and Support

Once a suitable volunteer placement has been identified, details about the frequency and nature of the voluntary activity should be determined. Cardiff and Vale University Health Board reserves the right to ask volunteers to discontinue their voluntary role and will give the reasons in writing if requested. If this situation occurs every attempt will be made to offer an alternative placement.

Each volunteer will have an identified contact person who they will report to, who is responsible for their day-to-day support, guidance and feedback on a regular basis. In the absence of the identified contact person this responsibility will fall to their deputy or other named staff member. In addition the Voluntary Services Team will meet with the volunteer for support/supervision as and when required.

Details of identified staff member supervising volunteers will be provided and recorded in the Volunteer Handbook at the first volunteer session.

Volunteer Induction/Agreement

Once all recruitment checks have been processed the volunteer induction will be arranged. At this point the volunteer will be issued with a Volunteer Handbook which has enclosed all relevant documents for signing. Copies of all signed agreements will be kept on their personal file.

Confidentiality

All volunteers are expected to comply with the Health Board's Data Protection Policy by signing of the confidentiality statement included in the Volunteer Handbook. All Health Board information including patient, clinical, financial, employee, contractual details of any kind is regarded as strictly confidential. It is essential that all volunteers understand the absolute need for confidentiality to safeguard both our patients and staff and that any breach will be taken very seriously by the Health Board.

15.5 Area Manager Responsibilities

Ward Sisters, Charge Nurses, Area Managers or designated staff members are responsible for:

- The development of the volunteer role description in partnership with the Voluntary Services Manager.
- Undertaking risk assessments for each individual volunteering opportunity identified within the area example-[...\\Risk Assessments\Llandough Information Centre risk assessment March 2014c.doc](#)
- The volunteers placed within their area, ensuring that all appropriate procedures are adhered to. Operational accountability for the volunteer and ensure that they are supported within the service/department. This will include clear management and reporting arrangements for the volunteer which are made known to both the volunteer and the Voluntary Services Team.

- Liaising with the Voluntary Services Team where issues arise relating to the volunteer that may require support/guidance/advice relating to legislation and or other concerns.
- Ensure in partnership with the Voluntary Services Team, that volunteers receive the appropriate training for their role including completion of departmental induction and Volunteer Handbook.
- Ensure the volunteer undertakes their role in accordance with their identified role description. Ensure that they are not requested to assist in or undertake any activity other than stated in their volunteer role description.
- Ensure that the volunteer is made aware of relevant Health and Safety policies and procedures within Cardiff and Vale UHB including any local policies, practice or guidance in the area placed.
- Understand and support the volunteer in their role and explain any areas where the volunteer may be unsure.
- Introduce the volunteer to service users and other employees in the service or department.
- Ensure volunteers feel part of the team and their role is recognised within the team structure of the area they are placed.
- Working with the Voluntary Services Team to ensure that the contributions of volunteers are recognised at award ceremonies e.g. Staff Recognition Awards.

In some instances where impartiality is integral to the volunteering role, other voluntary organisations may take responsibility for the supervision of the volunteer in liaison with the Area Manager and Voluntary Services Team.

Support and Supervision

Each volunteer will have an identified contact person who they will report to, who is responsible for their day-to-day support, guidance and feedback on a regular basis. In the absence of the identified contact person this responsibility will fall to their deputy or other named staff member. In addition the Voluntary Services Team will meet with the volunteer for support/supervision as and when required.

Details of identified staff member supervising volunteers will be provided and recorded in Volunteer Handbook at first volunteer session.

Department Orientation

Orientation to the area in which placed and general housekeeping, including their named contact person.

Induction material and its delivery should be adapted to suit the individual volunteer needs.

15.6 Volunteer Responsibilities

It is the responsibility of the volunteer to:

- At interview and through the application process disclose any criminal convictions or cautions to the Voluntary Services Team.
- Agree to be DBS checked (Disclosure and Barring Service), provide two references and complete an Occupational Health Questionnaire. Failure to provide this documentation will result in withdrawal of the offer of a volunteer position at the UHB.
- Follow the instructions or guidance given to them by the Area Manager or named staff member to whom they report.
- Sign in on arrival to the ward and sign out when your volunteer session has finished using the Ward Volunteer Information Folder and use the electronic signing in and out for statistical reasons
- Adhere to the Health Board's values and behaviours at all times.
- Follow the policies and procedures of Cardiff and Vale University Health Board, as appropriate for their role.
- Ensure they consider the health, safety and welfare of themselves and others as they undertake their role.
- Undertake their role in accordance with their volunteer role description ensuring that they do not take on responsibilities or duties not specified.
- Undertake any training deemed necessary to their role by their area manager or Voluntary Services Team.
- Undertake their role in accordance with their volunteer role description ensuring that they do not take on responsibilities or duties not specified.
- Inform their Department if they are unable to undertake their role due to sickness or other reason as soon as possible for alternative arrangements to be made.
- Inform and seek advice from their benefits advisor prior to commencement of their volunteer role if in receipt of state benefits.
- Return identification badges, uniform and any other equipment provided by University Health Board when their volunteer role ceases.

Uniform

Volunteers welcome the opportunity to wear a uniform as it clearly identifies their role within the multi-disciplinary teams that they volunteer within. A uniform provides a recognised identity and a sense of belonging.

Volunteers will be expected to wear any uniform provided by the Volunteer Services Team. This provides the volunteer with a distinct identity and allows patients and staff to recognise them. Also for infection control and health and safety we would expect:

- Enclosed comfortable shoes
- ID badge with full name, role of volunteer, name of organisation
- Long hair tied back
- No jewellery, other than a wedding band below the elbow
- No nail varnish
- No dangly earrings or necklaces and no wrist watches

15.7 Reimbursement of Expenses

The Voluntary Services Team is responsible for informing volunteers before the commencement of their voluntary activity of the arrangements for claiming reimbursement. The standard form of reimbursement will be via BACS payment or the Cashier's Office dependant on which site the volunteers are based on. Reasonable expenses include travel to and from the voluntary placement and a luncheon voucher if volunteering for the day.

- Volunteers are expected to use their own or public transport whenever possible. Travel using own transport will be reimbursed the organisations current mileage rate. Public transport (bus and rail) will be reimbursed at cost. Reimbursement of taxi fares will need to be agreed prior to the activity by the Volunteer Service Manager.
- Volunteers will be required to complete a claim form for out of pocket expenses and provide receipts. These forms will be available from the Voluntary Services Team. It is the responsibility of the volunteer to send the completed expense form to the Voluntary Services Team including all original receipts.
- All other expenses incurred in relation to volunteering with the Health Board will be considered on an individual basis, these could include postage related costs, phone calls, printing etc.
- The Voluntary Services Team will keep appropriate records of reimbursements made.

15.8 Problem Solving

Cardiff and Vale University Health Board staff and volunteers will work co-operatively ensuring that both parties jointly benefit from the roles undertaken. However, on occasion, difficulties may occur which cannot be resolved through

normal support channels. The Health Board aims to treat all volunteers fairly, objectively and consistently. To deal with these situations, both parties will be able to use the Voluntary Services process for settling differences. The aim of the process is to assist both parties to find a mutually acceptable way of overcoming difficulties.

If the volunteer has a concern with a member of staff:

Stage one:

The first point of contact should be the Area Manager. At this first stage the aim should be to resolve the issue through informal discussion.

Stage two:

If unresolved the volunteer should contact the Voluntary Service Team who will aim to resolve.

Stage three:

The volunteer should put their concerns in writing to the Lead Nurse Patient Experience and their decision will be final.

If a volunteer has a concern against a Volunteer Services Team member their first point of contact will be the Lead Nurse Patient Experience.

If a volunteer has a concern about a process, patient or relative

The volunteer will need to bring this to the attention of the appropriate Manager who will aim to resolve the concern, keeping the volunteer informed throughout the process. If the volunteer believes the concerns have not been addressed they will need to bring it to the attention of the Lead Nurse Patient Experience.

If the department has a concern about a volunteer

If a concern is received about a volunteer, for example, that they are unable to fulfil their role in a satisfactory manner, they have the right to be informed of the concerns brought against them, giving them the opportunity to state their case. The person who raised the concern should be kept informed.

Stage one:

The Area Manager (informing the Voluntary Services Manager) should aim to resolve the concern informally through discussion. The volunteer's short comings should be discussed and he/she should be offered support, encouragement and the opportunity to achieve the role in a satisfactory manner. Options such as additional support, supervision and training should be offered where necessary and clear aims along with a review date should be set.

Stage two:

If the concern has not been resolved at stage one of the process, the concern should be referred to the Voluntary Services Manager, where the problem will be raised in a formal meeting with the volunteer. The volunteer will be entitled to put their case. The Voluntary Services Team can, if appropriate, offer alternative roles, issue the volunteer a letter outlining the reason for the concern along with clear objectives and a review date. The volunteer can be accompanied at the meeting on these issues by another volunteer, staff member or friend (Not acting in a legal capacity).

If the problem is still not resolved a meeting involving the volunteer, Voluntary Services Team and Senior Manager will be called. This may result in withdrawal of the voluntary position and the volunteer will be asked to leave. The volunteer can be accompanied at the meeting on these issues by another volunteer, staff member or friend. (Not acting in a legal capacity).

If it is believed that the volunteer has behaved in a manner that has seriously affected the organisation; for example, committing serious misconduct (this may include, but is not limited to, theft, acts of violence, harassment, malicious damage, serious breaches of the letter or spirit of the equal opportunities policy and so on). They will be asked to temporarily stop volunteering while the matter is investigated by the Voluntary Services Team and appropriate Area Manager. The volunteer will be able to put their case, and a decision made. If the concern is upheld the volunteer will then be asked to permanently cease volunteering with the Health Board. In all cases the volunteer can be accompanied at the meeting on these issues by another volunteer, or friend.

If the nature of the offence has been deemed of a serious nature where we require the involvement of e.g. Police, Social Services, advice and support will be immediately sought through the Health Board

15.9 Completion of Volunteering Role

Volunteers who wish to finish their volunteering activity should inform the department manager and Volunteering Services Team as soon as possible before leaving so that alternative arrangements can be made.

Cardiff and Vale Health Board reserves the right, in exceptional circumstances, to ask a volunteer to withdraw his/her help. The Health Board may, at any time and for relevant reasons, decide to end a volunteer's relationship with the organisation following proper discussions with all parties.

Volunteers will be asked to complete an exit questionnaire at the end of their volunteering with the Health Board.